Customer Service Perspective™

S A M P L E

Confidential Individual Report

for

Susie Sample

Tuesday, June 10, 2003

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Introduction

This report reflects the responses provided by you when completing the Customer Service Perspective assessment. The information is presented in the following parts:

- **Behavioral Characteristics**— eight behavioral characteristics that are important factors for success in providing service to customers.

- **Proficiencies**— a view of basic proficiency in mathematics and vocabulary.

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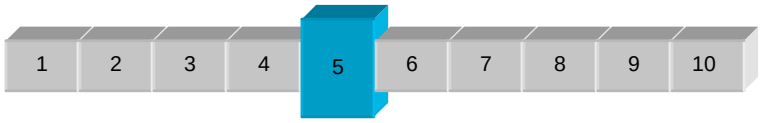
Customer Service Perspective

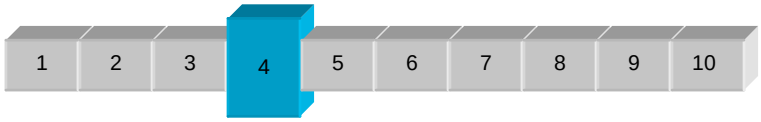
Summary of Behavioral Characteristics

The larger box indicates your score on each scale.

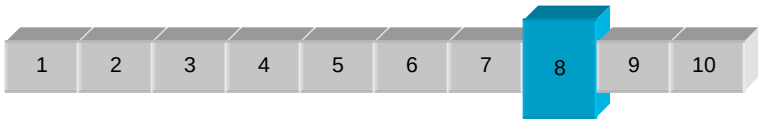
Trust – Tendency to hold an unquestioning belief that the motives of others are honorable



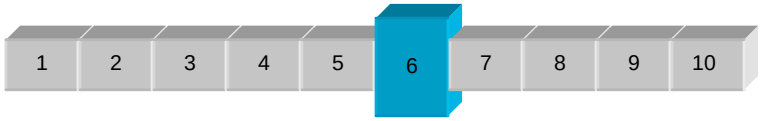
Courtesy – Tendency to deal with others in a pleasant manner



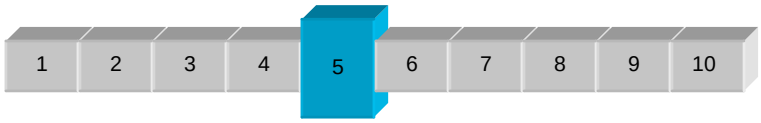
Tact – Tendency to state a position without unnecessarily offending others



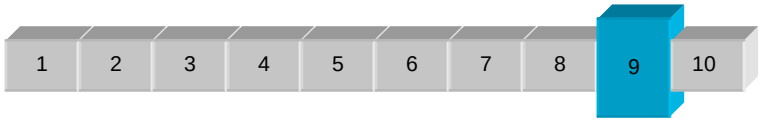
Empathy – Tendency to understand another's situation and feelings



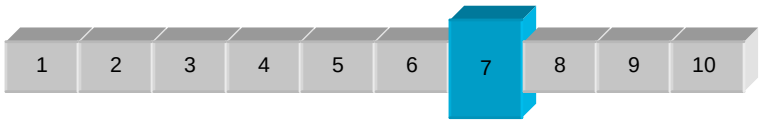
Conscientiousness – Tendency to be very accurate in work efforts; to keep promises



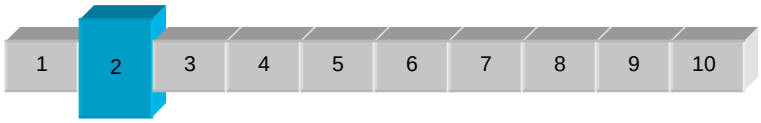
Conformity – Tendency to comply with the rules and those in authority



Focus – Tendency to stay on target regardless of distractions



Flexibility – Tendency to explore new approaches to doing things



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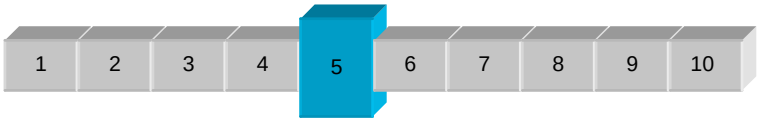
Behavioral Characteristics

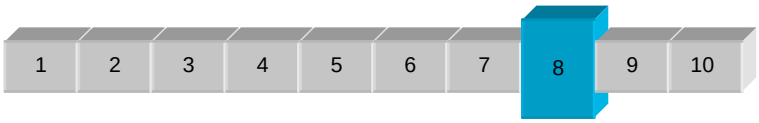
Trust



Your Score 5

Comments on Trust
You may feel that it is hard to trust customers without proof. However, you may be willing to give them the benefit of the doubt if there are strong reasons for doing so. In general you trust people hesitantly.

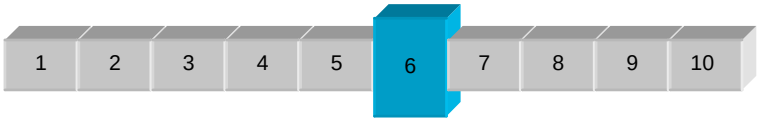
Tact



Your Score 8

Comments on Tact
You apparently try to be quite careful with your use of sensitive language when serving the needs of customers. You probably think about how your remarks may be interpreted. You are likely to be regarded as a tactful and considerate individual by customers most of the time.

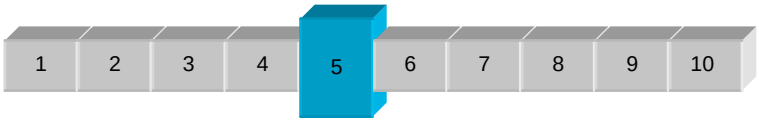
Empathy



Your Score 6

Comments on Empathy
While you can be sympathetic to a stranger's needs you may prefer to avoid becoming deeply involved with the frustrating details that make some customers so irritated. You demonstrate a need to be considered compassionate and kind. However, you may occasionally resist the temptation to publicly demonstrate sympathy toward strangers.

Conscientiousness



Your Score 5

Comments on Conscientiousness
You may seem to approach making promises somewhat cautiously or hesitantly. For instance, you may not fully obligate yourself to things you find too time-consuming or unachievable. You will, however, be likely to make an attempt to fulfill an obligation once it is made.

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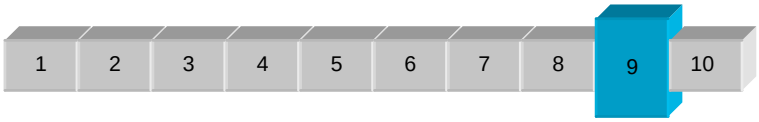
Behavioral Characteristics (con't)

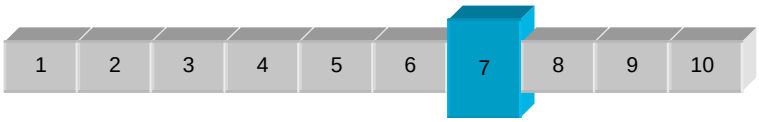
Conformity



Your Score 9

Comments on Conformity
You generally believe in, and abide by, the norms of a group or organization. You are a strong believer in following the orders or instructions of those in authority. You are apparently one who will follow the rules and regulations with respect and devotion.

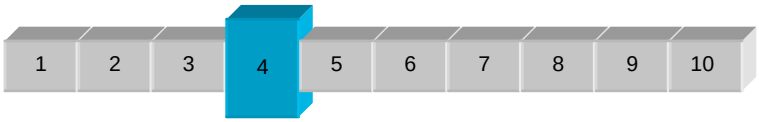
Focus



Your Score 7

Comments on Focus
You demonstrate a strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment may cause you to stray from your focus. The advantage here is that your focus is not so strong as to be completely inflexible. Therefore, a change of priorities should not be too disrupting for you, assuming you have the time to regroup and then work toward the new goal.

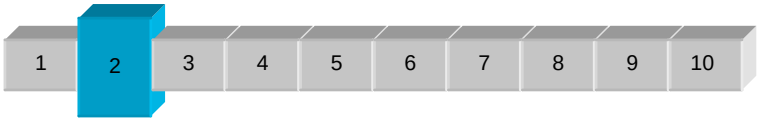
Courtesy



Your Score 4

Comments on Courtesy
You may not feel like being especially cordial toward others whom you perceive as annoying and irritable. You may be reluctant to go out of your way to be friendly or courteous to those who act rudely and obstinate.

Flexibility



Your Score 2

Comments on Flexibility
You do not appear to be interested in unusual ideas when you have already mastered good methods of doing things in previous training experiences. You probably do not normally seek out new ways of doing things, especially when the established ways are proven reliable.

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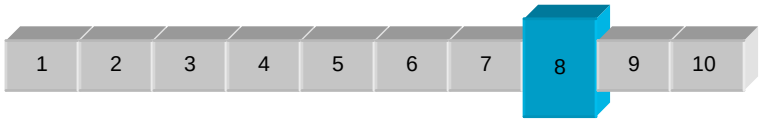
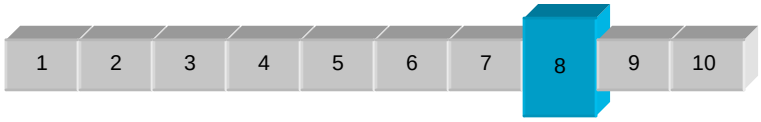
Proficiencies

Proficiencies are divided into two areas as shown below. The larger box indicates your score.

Vocabulary – Understanding the meaning of words when used in sentences



Numerical – Understanding basic mathematical concepts and working with numerical problems



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